

Profile of Institution B

A community college with a substantial online delivery system was in need of a way to house all syllabi for online courses in a central, easily-accessible location.

The institution wanted to ensure that every online course had an online syllabus that would be searchable and viewable by anyone, not just students, and accessible even on mobile devices. They also wanted instructors to have access to a central repository for syllabi, without having to access several Blackboard course pages. The perfect solution would also have to ensure that department offices could easily track and review the course syllabi.

The institution called upon the Syllabus Geeks for help finding the perfect solution. The Syllabus Geeks learned that due to a lack of consistency in policies and procedures, department staff had no effective way of storing, reviewing, or collecting course syllabi from instructors. They also found that syllabus information was stored in various locations across campus: The Jenzabar student information system, the Blackboard course management system, and on hard copies of documents stored in department offices.

The Syllabus Geeks presented an immediate solution to the institution: **Concourse Lite**.

Concourse Lite easily integrates with Jenzabar and Blackboard. The institution was able to create an online syllabus repository, where information from the student information system could easily be migrated to create syllabi for every online course, and instructors could easily upload their syllabus into a central location. Students and faculty could also access Concourse Lite through Blackboard. By using the learning tools interoperability capability for integration and authentication, the institution could place Concourse Lite links and widgets in Blackboard. Concourse Lite also ensured that every syllabus in the system was searchable and viewable by anyone visiting the site. They could even access Concourse Lite from their smart phones and tablets!

The Syllabus Geeks were also able to help the institution with keeping track of all of the syllabi for their online courses. By using the auditing and reporting functions in Concourse Lite, as well as course, user, and registration feeds, department staff were now able to keep track of the submission of syllabi, and review the syllabi and provide feedback more easily than ever before.



Getting Started Survey

General

1. What is it that you expect to achieve throughout this pilot?
 - a. *Compliance with Texas House Bill 2504. All of our syllabi will have to be put online and accessible by anyone.*
2. Who will be involved with the administrative functions (school, campus, department, and course maintenance) of Concourse?
 - a. *IT representatives will be involved initially. When we begin creating templates, we will consult our Academic Affairs Office regarding policies.*
3. Are there established content or workflow policies surrounding course syllabi?
 - a. *We have a process for syllabus submission, and we now have the state-mandated policy regarding having all syllabi available online. We have policies regarding syllabus content as well, but find it hard to enforce these policies institution-wide.*
4. How is your institution organized?
 - a. *We have multiple campuses. Within each campus are several divisions, and within each division exists several departments.*

Content

5. What do you currently know about syllabi at your institution?
 - a. *We know there is little to know consistency among our instructor syllabi. We also know that our syllabi are currently not accessible by anyone but instructors, in some cases department offices, and students. The general public does not currently have access to our syllabi.*
6. Where is the information for descriptions, outcomes, and policies stored at your institution?
 - a. *Descriptions are housed in Banner, outcomes are stored in each department office's files, and polices are in the college catalog.*

Item Permissions

7. Who do you expect to access Concourse?
 - a. *We expect anyone coming to our website to be able to access Concourse to view syllabi. This includes students and the general public.*
8. Who do you expect to be able to edit syllabi?
 - a. *Instructors will eventually need to be able to edit their Concourse syllabus based on master course templates, but for now will have to be able to upload their syllabi.*
9. Who do you expect to view syllabi?
 - a. *Students and general public will need to be able to access Concourse from our institution's home page and view the entire contents of any syllabus.*
10. Would you like the public to be able to see complete syllabi, only certain parts of syllabi, or none at all?
 - a. *At this time, everyone should be able to see everything on each syllabus.*

Templates

11. Do you expect instructors to upload syllabi they create or will you introduce institutional and/or course-level templates?
 - a. *We do want instructors to be able to upload their own syllabi, but eventually would like to introduce course templates to ensure consistency among our syllabi.*
12. Do you have a syllabus template already established?
 - a. *We do have a syllabus template established that allows instructors to know which pieces of information are mandatory to be on their syllabi.*
13. Do you find inconsistency among instructor syllabi, even if you have a current syllabus template?
 - a. *We do see a degree of consistency among all of the syllabi in terms of the information that is on each syllabus.*
14. Do you have policies you'd like to incorporate into each syllabus?
 - a. *We will require institutional-based policies, as well as course descriptions and outcomes. We would also like to see empty fields on each syllabus that instructors would be able to edit.*

Integration and Data

15. What student information system (SIS) do you use? Learning management (LMS)? Catalog? Curriculum? Assessment? Central authentication?
 - a. *Banner student information system, Blackboard course management system, LDAP.*
16. What is the process for creating courses in the LMS each term?
 - a. *Course information is fed from Banner to Blackboard via feeds. We create Blackboard course shells and give instructors access three weeks prior to the first day of each semester. Students are able to view Blackboard courses beginning the first day of each semester.*
17. How do you anticipate users will gain access to Concourse?
 - a. *We anticipate that all users, both enrolled and general public, will access Concourse via our main college website.*

Deployment

18. What's your timeline for the implementation? Milestones?
 - a. *Want to be able to upload all syllabi by end of Summer 2012 and have all syllabi searchable on the web. Want to create institutional templates by January 2013 and course-level templates by end of Fall 2013. Want to use this for reporting as well, specifically audit reporting so that we can ensure we are in compliance with the House Bill 2504. We want to introduce feed processing as well. We also will need to include instructors' curriculum vitae as part of the requirements of HB 2504, and will be requiring all instructors to upload this information in addition to uploading their course syllabi.*
19. What issues do you believe may arise that could keep you from meeting your implementation goals?
 - a. *At this time, we believe that changes in government policy regarding syllabi could impact our implementation. We are also aware that issues regarding personnel and staffing, especially regarding competing projects, could have an impact on our implementation.*
20. How do you anticipate training administrators and instructors?
 - a. *Our Teaching and Learning Resource Center will handle face-to-face trainings for instructors. Students will be provided links to the Concourse syllabus for their course by their instructors. Training for administrators will occur via the implementation process by reading documentation provided by Intellidemia.*

21. How do you plan to validate that Concourse is functioning the way you expect, based on your implementation decisions?

- a. *We plan to use the Concourse sandbox to test future automated feed processing, creating institutional and course-level templates, and will use the sandbox to train instructors and IT personnel.*

22. Who will support users and technical issues at your school?

- a. *Our IT department will handle all technical issues. The Teaching and Learning Resource Center will assist instructors with uploading their syllabi and then later editing their syllabi.*

Once you have completed this questionnaire to best of your ability, please return it to your client success representative to schedule your Concourse kick-off call.